

**U.S. Department of Commerce  
Bureau of the Census  
Recruiting Bulletin**

**Opening Date:** April 20, 2009

**Closing Date:** July 31, 2009\*

**Recruiting Bulletin No.:** BOLCO-2113-05EXT

**New Britain Local Census Office**

**New Britain, CT**

\*This bulletin will remain open for a minimum of 10 days, or until sufficient applications are received.

**POSITION TITLE:** ASSISTANT MANAGER FOR QUALITY ASSURANCE

**NUMBER OF VACANCIES:** One (1)

**PAY RATE:** \$44,200 per year, \$21.25 per hour

**EXCEPTED SERVICE APPOINTMENT:** Schedule A Appointment, not-to-exceed one year, with the possibility of an one year extension.

**AREA OF CONSIDERATION:** All U.S. Citizens residing in Litchfield and Hartford county.

**WORK SCHEDULE:** This is a temporary, Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

**WHO MAY APPLY:** U.S. citizens residing in the area of consideration (see above).

**DUTIES:** The incumbent works closely with and advises the Assistant Manager for Field Operations and the Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the ELCO/LCO. In the advisory role, works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the Assistant Manager for Field Operations and the LCO Manager, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings, the incumbent reports on the progress of the QC operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conduct among others, Nonresponse Followup, Address Canvassing, and Coverage Followup data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In the execution of these duties, assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

## **QUALIFICATIONS**

To qualify for the Assistant Manager for Quality Assurance position, all applicants **MUST:**

1. Pass a written management test; and
2. Have at least the minimum experience in each of the areas contained in the Evaluation Criteria Attachment. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in all aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and

must choose one of the lower levels that you do meet in full.

**APPLICATION DEADLINE:** Application materials must be received by the closing date of the recruiting bulletin. Applications received after this date will not be considered.

**CONDITIONS OF EMPLOYMENT:**

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).
- Payment of relocation expenses is not authorized.
- Veterans Preference- Applicants who do not provide the supporting documentation for the 10-point preference, but do provide the documentation for the 5-point preference will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- Use of any government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.
- For further information on this vacancy you may contact the LCO Management team at 617-223-3650.

**THE U.S. DEPARTMENT OF COMMERCE IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.


CONTINUE!  
COMPLETE EVALUATION CRITERIA STATEMENTS



Applicants must complete the form below addressing each of the following and submit with application.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR QUALITY ASSURANCE	
COLUMN A	COLUMN B
<p>Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> supporting that response in Column B.</p>	<p>Applicants <u>are also required</u> to complete the following:</p> <p>Indicate the job from your attached resume or other application form that verifies the answer you selected. <b>OR</b> Write in the space below your experience that supports your answer. In addition to listing your experience, you <u>must include</u> the employer's name and address, the title of the position, and the dates of employment.</p>
<p><b>1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/ supervisors to accomplish production and quality standards. (Circle the appropriate letter.)</b></p> <p>a. As my primary responsibility, I have experience with <b><u>both</u></b> of the following: As my primary responsibility, I have experience with <b><u>both</u></b> of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b><u>and</u></b> managing a staff to accomplish production and quality standards.</p> <p>b. As my primary responsibility, I have experience with <b><u>both</u></b> of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); <b><u>and</u></b>, managing a staff to accomplish production and/or quality standards.</p> <p>c. I have experience with <b><u>both</u></b> of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); <b><u>and</u></b>, managing a staff to accomplish production and/or quality standards.</p> <p>d. My experience is less than what is described above.</p>	<p><b><i>Response must support answer circled in Column A.</i></b></p>

**EVALUATION CRITERIA STATEMENT FOR  
ASSISTANT MANAGER FOR QUALITY ASSURANCE**

COLUMN A	COLUMN B
<p><b>2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the appropriate letter.)</b></p> <p><b>a.</b> As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of <b>data</b> from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.</p> <p><b>b.</b> As a routine and critical component of my position, I was responsible for assuring the quality of my <b>work-unit's</b> performance and/or quantitative data. This responsibility included analyzing management reports of <b>data</b>, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work- unit (including budget or production data).</p> <p><b>c.</b> As a routine and critical component of my position, I was responsible for assuring the quality of work for <b>those I supervised</b>. This specifically included the analysis of <b>either qualitative or quantitative data</b> critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.</p> <p><b>d.</b> My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p>
<p><b>3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Circle the appropriate letter.)</b></p> <p><b>a.</b> I have analyzed budget, quality, and production data in order to identify problems and <b>implement</b> corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p><b>b.</b> I have analyzed budget, quality, and production data in order to identify problems and <b>recommend</b> corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p><b>c.</b> I have experience using management reports to identify problems and have <b>recommended or implemented</b> corrective and effective action, but the data did <b>not</b> include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.</p> <p><b>d.</b> My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p> <div style="border: 1px solid black; padding: 10px; text-align: center; margin-top: 20px;"> <p>Application directions follow</p>  </div>

Only complete applications will be given consideration for job vacancies. Please read through this guide carefully to be sure your application will be complete and eligible for consideration.

## HOW TO APPLY

### 1) [Print this Bulletin](#)

### 2) [Submit an application or Resume](#)

- Create a [Resume](#) or complete an [Application for Federal Employment OF-612](#) (This form can be found at the bottom of the 2010 Census Jobs listing page of the Boston RCC website.) Make sure this application or resume best demonstrates your experience **RELEVANT** to the position you are applying. The following must be included on the OF-612 or resume:
  - Recruiting Bulletin number (e.g. BO-09-2111-AMR) and title of position.
  - Your full name (first, middle and last), mailing address (including zip code), day and evening phone numbers (with area code) and email address.
  - List of your work duties, accomplishments and skills (e.g. languages, computer) relating to the job for which you are applying; paid and non-paid related work experience. For each work experience include: job title, address, supervisor's name and address, starting and ending dates (month/year), hours per week (full time or part-time), salary, and indicate if we may contact your current supervisor/employer.
  - Last four digits of your Social Security Number (i.e. XXX-XX-9999).
  - Country of Citizenship (**this Federal Job requires U.S. citizenship**).
  - Veteran's Preference- Applicants claiming 10-point veteran's preference must submit an SF-15, Application for Veteran's Preference, with the required proof (i.e. statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. If the Applicant does not provide the supporting documentation for the 10-point preference, they will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- If you are a veteran:
  - veterans claiming 5-point preference must submit a member copy 4 of his/her DD-214
  - veterans claiming 10-point preference must submit a SF-15 with the required proof (i.e. statement from the Department of Veterans Affairs) and a member copy of his/her DD-214

### 3) [Complete the Evaluation Criteria Statement at the end of the job vacancy bulletin and OF-306.](#)

- Evaluation Criteria Statement:
  - In "Column A" circle the answer which best fits your experience; circle an answer for all three questions.
  - In "Column B" add your own statement of applicable experience. Write the specific name of the position as listed on your OF-612/Resume, for each question, which supports your answer given in column A; **OR** write the employer's name and address, title of position, dates of employment and a detailed description of the experience which supports your answer. Include the actual number of employees you supervised. See example below.
  - Failure to support your answers with a detailed description of your experience may result in a lower rating or loss of consideration.

Each position has a  
different Evaluation  
Criteria Statement

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR RECRUITING	
COLUMN A	COLUMN B
<p>Applicants are required to answer each of the three questions below in Column A by circling the best response and completing the corresponding information in Column B.</p> <p>1. Please select the answer that best describes your experience managing a time critical recruitment operation.</p> <p>a. I have managed a geographically dispersed team of recruiters that included all of the following: a) managing at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); b) managing more than 20 employees; and c) included all of the following responsibilities: directing and controlling all recruiting and testing functions; being responsible for the accomplishment recruitment goals; and development of recruitment strategies.</p> <p>b. I have managed limited recruiting activities including a) managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s) team lead(s)); b) managing equal/more than 10 employees; and c) included some of the following responsibilities: administering the testing of applicants, accomplishing recruiting goals, and implementing recruiting strategies.</p> <p>c. I have been a recruiter and have supervised a staff of employees, but I have not had to supervise another recruiter/supervisor/team-lead and have supervised one level/tier of subordinate management, but the staff I managed was less than 10 employees. I have also been responsible for some of the following tasks: administering applicant testing, carrying out recruitment strategies and meeting individual recruiting goals.</p> <p>d. My experience is less than what is described above.</p>	<p>Applicants are also required to complete the following.</p> <p>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR</p> <p>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment.</p> <p><i>Response must support answer circled in Column A.</i></p> <p>XYZ Company 1234 Lane Ave, Seattle, WA 98101 Recruiter, 5/2000-10/2005 As a Recruiter, I managed a staff of <u>12</u> employees; I was the <u>first-line</u> supervisor. As a Recruiter, I worked with the HR Dept. to determine the hiring need. I then created a strategy to recruit the required number of qualified applicants. I executed my strategy by...</p>

Circle the appropriate answer in Column A

Write a detailed description of your position and experience that supports the answer or refer to the specific position and description listed on your resume or application.

- Please complete [OF-306, Declaration for Federal Employment](#). This form can be found at the bottom of the Census 2010 Jobs listing page of the Boston RCC website.

#### 4) [Schedule and Take Test:](#)

- [Call 888-812-8757](#) and sign up for a testing session before the closing date of the bulletin. Be prepared to provide the recruiting bulletin number.
- You will be required to complete an [I-9, Employment Eligibility Verification Form](#) at the testing session. Please see the I-9 form at the bottom of the main regional employment page of the Boston RCC website for acceptable forms of identification to bring to the testing site. Please note that expired forms of identification are not acceptable.
- Bring contact information for 3 professional referrals to the test session.

#### 5) [Mail, fax or email all application materials before the closing date of the bulletin:](#)

- Include the following:
  - ☐ Application for Federal Employment (OF-612), or a relevant Resume.
  - ☐ Completed Evaluation Criteria Statement with answers circled and supporting statements enclosed
  - ☐ Completed OF-306
  - ☐ If applicable: Veteran's Preference Documents
    - 10 point preference- submit SF-15, VA letter dated after 1991 and DD-214 with discharge information;
    - 5 point preference- submit DD-214 with discharge information
- **Send all application information to:**
  - **By mail:** U.S. Census Bureau  
One Beacon Street, 7<sup>th</sup> Floor  
Boston, MA 02108  
Attn: LCO Management Team
  - **By email:** [boston.rcc.lco.mr@census.gov](mailto:boston.rcc.lco.mr@census.gov)
  - **By fax:** (617) 223-3675